

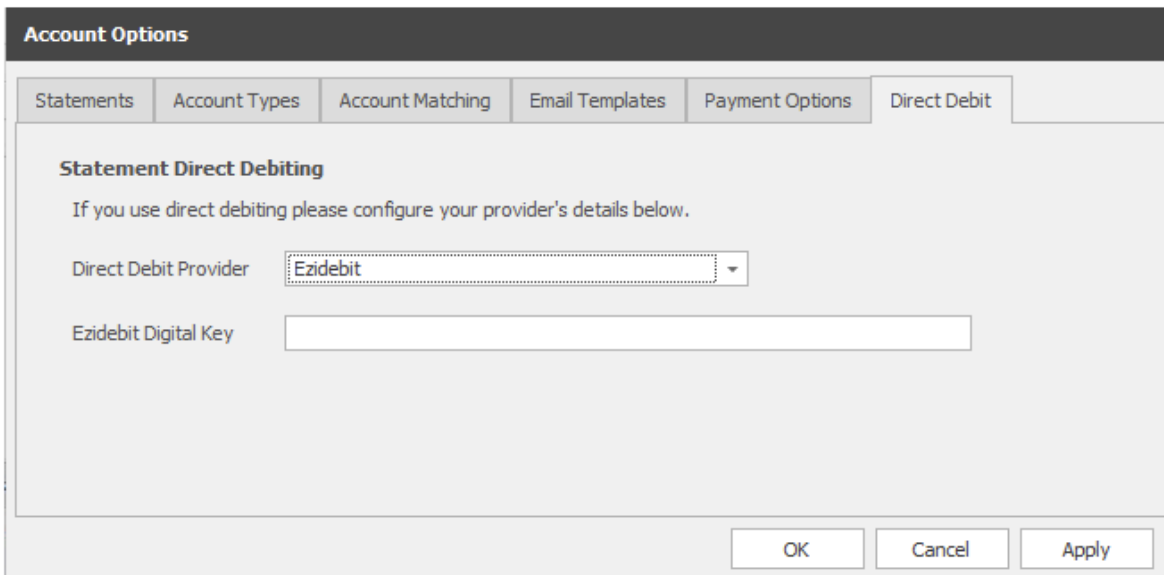
Setting up a FRED customer with direct debit

To support easier management of Account payments, Fred Office can now integrate to Ezidebit for Direct Debit payments.

You will need to [apply for an Ezidebit account](#) that can be linked with FRED Office.

To access the new setup option for Direct Debit in FRED:

- Select **Tools > Accounts > Options** then click the **Direct Debit** tab.
- Make sure Ezidebit is selected for the **Direct Debit Provider**.
- Enter the **Ezidebit Digital Key** provided in your Ezidebit welcome email and click OK.



Account Options

Statements | Account Types | Account Matching | Email Templates | Payment Options | **Direct Debit**

Statement Direct Debiting

If you use direct debiting please configure your provider's details below.

Direct Debit Provider:

Ezidebit Digital Key:

OK Cancel Apply

To create a new Direct Debit customer in Ezidebit:

- Login to the **Ezidebit portal (EziOnline)**. Your login details can be found in your Ezidebit welcome email
- Select **Payers > Add Payer > I have Paper DDR Form** (note there is also the option to send an electronic direct debit agreement to your customer)
- Enter the **FRED ID** number in the **Client Contract Reference** field
- Complete remaining customer details and change the **Arrangement Type > OnDemand**
- Click **Save**

Add Payer

An asterisk (*) indicates a mandatory field.

I have a paper DDR form
My payer is with me
Email Payment Request

Payer Details

Payer Identification

Client Contract Ref*

Payer Type*

First Name*

Last Name*

Payment Type*

Contact Details

Email Address*

Mobile Number* (no spaces)

Residential Address

Address Line 1

Address Line 2

Suburb

State

Postcode

Payment Arrangement

Arrangement Type*

Payment Plan Template*

Dishonour Action*

Account Details

Debit From*

BSB*

ANZ Banking Group - Mascot

Account Number*

Account Name*

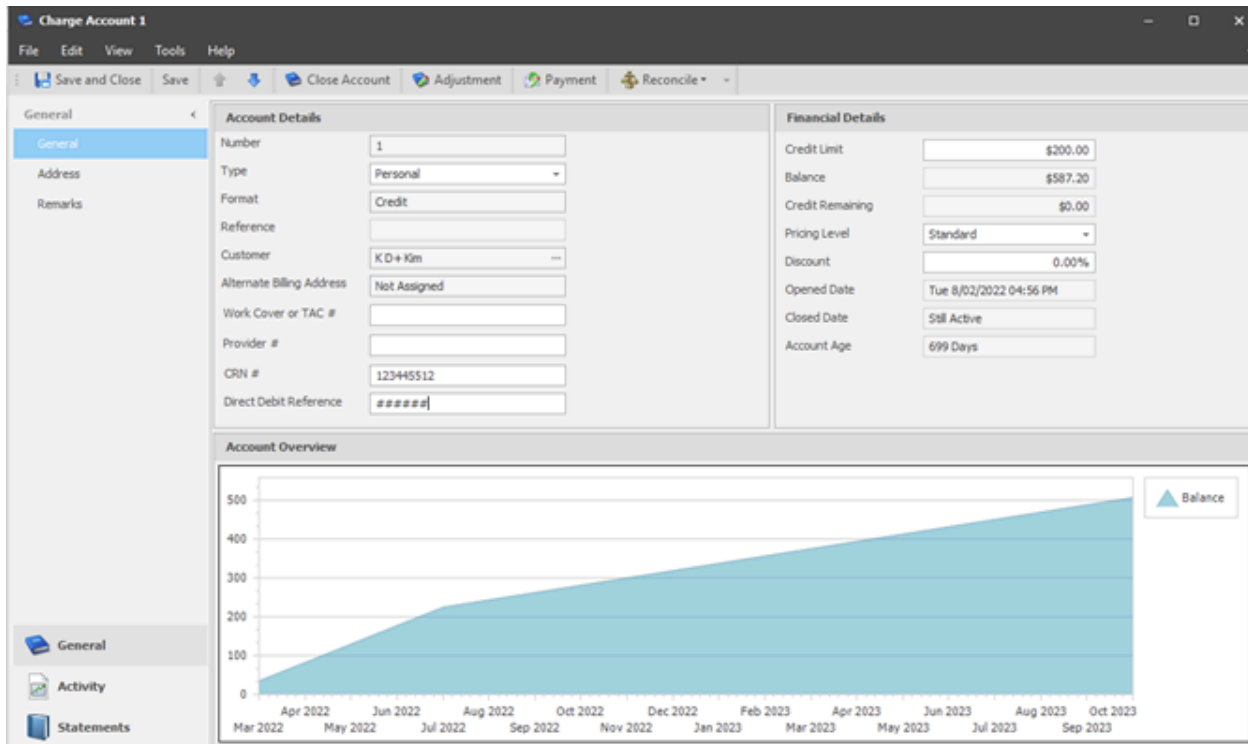
SMS Notification Preferences

By proceeding with this Add Payer option you confirm that you hold a Direct Debit Request form signed by your customer, and can produce this upon request.

Save
Cancel

To link the newly created Ezidebit customer in FRED:

- Copy the **Ezidebit Client Contract Reference** field.
- Then, within the **Account Details** screen in FRED, paste to the **Direct Debit Reference** which will allow Fred Office to pass the account balance to Ezidebit Direct automatically for processing.



The screenshot displays the 'Charge Account 1' window with the following details:

Account Details		Financial Details	
Number	1	Credit Limit	\$200.00
Type	Personal	Balance	\$587.20
Format	Credit	Credit Remaining	\$0.00
Reference		Pricing Level	Standard
Customer	KD+Kgm	Discount	0.00%
Alternate Billing Address	Not Assigned	Opened Date	Tue 8/02/2022 04:56 PM
Work Cover or TAC #		Closed Date	Still Active
Provider #		Account Age	699 Days
CRN #	12345512		
Direct Debit Reference	#####		

Account Overview

The graph shows the account balance over time from March 2022 to October 2023. The balance starts at approximately \$50 in March 2022 and increases steadily to over \$500 by October 2023.

Month	Balance
Mar 2022	50
Apr 2022	100
May 2022	150
Jun 2022	200
Jul 2022	250
Aug 2022	300
Sep 2022	350
Oct 2022	400
Nov 2022	450
Dec 2022	500
Jan 2023	550
Feb 2023	600
Mar 2023	650
Apr 2023	700
May 2023	750
Jun 2023	800
Jul 2023	850
Aug 2023	900
Sep 2023	950
Oct 2023	1000

To initiate automatic billing through Ezidebit from FRED:

- Go to the **Statement Area > Edit Statement Schedule** and ensure the **Direct Debit Enabled** box is ticked.
- Here, you can nominate when the direct debit payments are to be **automatically** scheduled in Ezidebit each month (i.e. 5 days after the statement has been generated). This date will appear on the customer's statement for their reference.

Edit Statement Schedule

<p>Statement Schedule Details</p> <p>Name: <input type="text" value="Monthly Statement"/></p> <p>Close Policy (11:59:59pm): <input type="text" value="Last day of the month"/></p> <p>Run Policy (2:00:00 am): <input type="text" value="1st day of the month"/></p> <p><input checked="" type="checkbox"/> Schedule Enabled</p> <p>Account Format: <input type="text" value="Any Format"/></p> <p>Account Type: <input type="text" value="Personal, Supplier, TAC, W/C"/></p> <p>Statement Sending Options: <input type="text" value="Print Only"/></p> <p><input checked="" type="radio"/> All Customers</p> <p><input type="radio"/> Accounts in an Account Group: <input type="text" value="Accounts in No Account Group"/></p> <p><input type="radio"/> Customers in a Nursing Home: <input type="text" value="Customer Accounts in No Nursing Home"/></p> <hr/> <p>Statement Direct Debiting</p> <p><input checked="" type="checkbox"/> Direct Debiting Enabled</p> <p>Direct Debit: <input type="text" value="0"/> days after statement generation</p>	<p>Auto Email Settings</p> <p><input checked="" type="checkbox"/> Enable auto sending emails on statement run completion</p> <p>Email Template: <input type="text" value="Standard Template"/></p> <p><input type="checkbox"/> Print as Tax Invoice</p> <p><input checked="" type="checkbox"/> Email only statements in <input type="text" value="Debit"/> and over this amount <input type="text" value="\$1.00"/></p> <p><input type="checkbox"/> Email statements from the selected Account Group <input type="text" value="Please select an Account Group"/></p> <p><input type="checkbox"/> Email statements for the patients from the selected Nursing Home <input type="text" value="Please select a Nursing Home"/></p> <p><input type="checkbox"/> Email only statements which have had account activity</p>
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OK Cancel

- You can see a summary of all direct debit payments in **Statements > Direct Debit Summary**.

Scheduled Statement Generation

Statement Schedules				Statement Charges			
Enabled	Name	Close Policy		Enabled	Name	Schedule	Recurrence
<input type="checkbox"/>	Monthly - Account group	Last day of the month	Add...	<input checked="" type="checkbox"/>	Monthly - Standard	Before statement run	Monthly - Standard
<input checked="" type="checkbox"/>	Monthly - Standard	Last day of the month	Edit...				
			Delete				Delete
			Run				

Direct Debit Summary

No direct debiting issues have been detected Clear

- The payment is confirmed in FRED office automatically once the payment has been processed (**Accounts>Account Activity > Activity Type = Direct Debit**)

Direct Debit Summary for Statement Batch - #4002 Direct Debit

Search Bar Print Export + Open Account...

Direct Debit Summary

Account #	Account Name	Company	When	Amount	Status
2367	Tester Mary		Fri 26/02/2024 11:15 AM	\$177.29	Scheduled
2363	Tester Terry		Fri 26/02/2024 11:15 AM	\$78.24	Scheduled